

Commonwealth of Virginia

Travel Charge Card

2007 Program Administrator

Training Refresher



Welcome to the Department of Accounts' Travel Charge Card Program Administrator training refresher. This training can be taken by a Travel PA as long as they have already taken the Travel PA Training version in a prior year. This training is a condensed version of the New PA Training which reviews key factors of the Travel Card program.



Training Agenda

- Travel Program
- Roles and Responsibilities
- Program Administrator Form
- Customer Support – DOA and GE
- SAM and NetService
- Management Reports
- Cardholder Resources and Benefits
- Frequently Asked Questions



Here is the agenda of topics we will be discussing today.

Please make sure you pay attention for 2 secret words in the training – they will be required in your email to DOA for obtaining credit for taking the training.

Travel Program

- Two Types of Travel Cards
 - Agency Travel Card
 - Paid by agency each month
 - Used only for Airline Purchases
 - Log required
 - Individual Liability Travel Card
 - Paid by cardholder each month
 - Must pay regardless if they have been reimbursed
 - Can affect their credit after 90 days delinquent



There are two types of Travel cards with the GE MasterCard contract. First is the one that is paid by the agency each month which can only be used for Airline purchases only. This cardholder has to maintain a log every month for all purchases made on this card. The log must be signed off on every month by their supervisor.

Individual liability cards are the responsibility of the cardholder to pay each month regardless if they have been reimbursed. If their card goes 60 days delinquent, the card is suspended until the card is paid in full. If a card goes 90 days delinquent it is cancelled and cannot be re-activated unless DOA approves.

Roles and Responsibilities



Let's review your role and responsibilities as a Travel Program Administrator.



Roles and Responsibilities

- Designated by the Agency Head or designee
- Must use the Program Administrator form
- Each Agency should designate a Backup PA
- Program Administrator is the only person authorized to make changes for the Agency



THE AGENCY PROGRAM ADMINISTRATOR IS DESIGNATED BY THE AGENCY HEAD OR SIMILAR AUTHORIZING OFFICER USING A *PROGRAM ADMINISTRATION FORM* OBTAINED FROM THE DEPARTMENT OF ACCOUNTS.

THE AGENCY PROGRAM ADMINISTRATOR - (PA) IS REGISTERED WITH THE CHARGE CARD COMPANY (CURRENTLY GE MASTERCARD) AND THE DEPARTMENT OF ACCOUNTS AS THE ONLY PERSON AUTHORIZED TO MAKE CHANGES (ADD, CANCEL, CHANGE LIMITS, ETC.) FOR THE AGENCY SPCC PROGRAM. IT IS STRONGLY ENCOURAGED FOR EACH AGENCY TO DESIGNATE A BACK-UP PROGRAM ADMINISTRATOR BY USING THE PROGRAM ADMINISTRATOR FORM. THIS WILL LET DOA AND GE MASTERCARD KNOW WHO THEY CAN CONTACT OR SPEAK TO IN CASE YOU ARE NOT AVAILABLE, AS WELL AS ALLOW YOU TO TAKE SOME VACATION!

Roles and Responsibilities

- Review card applications for validity
- Apply for cards using NetApps or Turbo File
- Acquire a completed Employee Agreement form signed by the cardholder and supervisor
- Train the cardholder on Rules and Regulations
- Distribute to the employee the link for the Cardholder training on the Travel Charge Card web page and a copy of CAPP Topic 20336, *Agency Travel Processing* as well as the upcoming CAPP Topic 20360



The first responsibility is to verify the validity of a new card request. For individual travel cardholders, cards should be issued for employees who travel at least twice a year. For Airline Travel Cards, you need to make sure the individual is in a position where they will process multiple airline transactions for the agency or department. This card is to facilitate air travel so that individual travel cardholders do not have to use their individual travel card for the airline purchase and not be reimbursed until they have completed their travel, which can be months later.

AGENCIES HAVE TWO OPTIONS FOR APPLYING FOR CARDS. AGENCIES CAN SET UP FOR NETAPPS, GE'S ONLINE APPLICATION TOOL, OR AN AGENCY CAN APPLY FOR CARDS USING YOUR AGENCY TURBO (EXCEL) FILE. NORMALLY, FOR CARDS APPLIED FOR USING NETAPPS, CARDS ARE RECEIVED IN 3-5 DAYS AND USING A TURBO CARDS ARE RECEIVED IN 5-7 DAYS. IF AN AGENCY HAS ELECTED TO HAVE CARDS SENT DIRECTLY TO A CARDHOLDER, THIS DELIVERY METHOD TAKES UP TO 3 ADDITIONAL DAYS.

It is also your responsibility to ensure that every cardholder has signed an Employee Agreement along with their supervisor. There is an employee agreement for individual cardholders and a separate one for the Airline Travel cardholders. It is suggested a new Agreement is completed annually to enforce employee recognition of the rules regarding Travel card usage.

Also, provide each cardholder with a copy of CAPP Topic 20336, which Travel Cards will be addressed in a new CAPP Topic 20360 in 2007. Ensure all Travel cardholders take the online training available on the Travel web page. This training reviews the Travel Card rules for both the Individual Liability and Agency Travel Cards. Each cardholder will be prompted to email you with a password provided in that training. You should print a copy of the email and file along with the Employee Agreement.

Roles and Responsibilities

- Monitoring
 - Delinquent Payments
 - Accounts that are more than 30 days past due
 - Inactive Cards
 - Accounts that have not had any activity in 12 months
 - Inappropriate purchases
 - Using the card for personal expenses



As Program Administrator, one of your prime responsibilities is to monitor travel card usage for compliance with established policies and procedures.

For both individual travel cards and Airline Travel cards, the balance due on each card is required to be paid in full each month. There should not be any past due accounts. If an individual travel cardholder account is past due, contact that cardholder and remind them payment in full is required. If any account is 60 days or more past due, cancel the account. If you continually monitor your accounts, stay on top of any past due balances and cancel cards at 60 days past due, you will avoid being reported in the Quarterly Report for delinquent Travel Cards.

Cards with no activity over the prior year (12 months) is an indicator that the individual may no longer need their card. Therefore, it should be cancelled. Remember, the travel card is for anyone traveling overnight two or more times a year.

Inappropriate uses can easily be monitored by scanning your cardholders transactions. You will be amazed at how simple it is to pick out transactions that may be questionable. Questionable transactions should be discussed with the cardholder. If they are found to be inappropriate, the cardholder should be warned and their supervisor notified. Remember, it is your responsibility to cancel a card when you feel a cardholder is abusing the card privileges. The cardholder is not allowed to use it for personal purchases, even if they pay the full amount due each month.

GE MasterCard offers a variety of reports which will assist you in monitoring your accounts.



Roles and Responsibilities

- Training
 - Program Administrators
 - All Program Administrators are required to take the training annually, email DOA and file the confirmation email from DOA.
 - Supervisors
 - All Supervisors/Reviewers of Airline Travel Cards are required to take the training annually.
 - Cardholders
 - You are required to ensure that all your cardholders have been adequately trained on the Program using the Cardholder training on the web page.



TRAINING IS A CRUCIAL PART OF YOUR RESPONSIBILITIES AND WE ARE COMMITTED TO GIVING YOU AMPLE TRAINING AS THE PROGRAM ADMINISTRATOR. YOU ARE REQUIRED TO TAKE THIS TRAINING ANNUALLY AND TO FOLLOW THE PROCEDURES IN THE PRESENTATION TO RECEIVE CREDIT FOR TAKING THE TRAINING. A CONFIRMATION WILL BE SENT BACK TO YOU FOR YOUR FILES AS PROOF YOU TOOK THE REQUIRED TRAINING.

TRAINING FOR THE SUPERVISORS/REVIEWERS OF CARDHOLDERS IS NOW REQUIRED ANNUALLY AND IS AVAILABLE ONLINE FOR ALL WHO SIGN OFF ON A AGENCY TRAVEL CARD LOG. THIS TRAINING IS REQUIRED AND YOU HAVE TO ENSURE THAT ALL STAFF HAVE TAKEN THE TRAINING. YOU WILL BE REQUIRED TO SEND A CERTIFICATION IN ANNUALLY CERTIFYING COMPLETION OF THIS TRAINING FOR ALL OF THESE STAFF.

CARDHOLDER TRAINING IS ALSO A PART OF YOUR RESPONSIBILITY AS THE PROGRAM ADMINISTRATOR. YOU MUST TRAIN EACH CARDHOLDER IN THE RULES AND REGULATIONS OF THE PROGRAM PRIOR TO THEM USING THEIR CARD. YOU MUST ALSO ENSURE THAT THEY HAVE SIGNED AN EMPLOYEE AGREEMENT FOR YOUR FILES AND IT IS RECOMMENDED THAT EACH CARDHOLDER SIGN A NEW EMPLOYEE AGREEMENT ANNUALLY.



Roles and Responsibilities

- Name changes
 - If any existing Travel cardholder needs to change their name due to marriage, divorce, etc
 - Legal proof must be presented to the PA BEFORE the name on the card can be changed
 - Or, an alert from Human Resources who has proof of the legalized name change can be used



If an existing Travel cardholder needs to change their name on their card, other than a miss spelling, you must view Legal documentation of the name change **PRIOR** to you as a PA changing the name on the card.

Legal documentation must be present for the cardholder to change their Payroll information; therefore, if Human Resources has made the change in their systems after viewing the legal forms, you as a PA can then change the name.

We need to ensure that any name changes are verified to legal documents and people are not changing names without making it legal.



Program Administrator Form

- Each agency is required to complete a form whenever there is a change in Program Administrator's or their contact information (i.e. name change, email, phone, etc.)
- This form is located on the Charge Card Administration web page under Forms
- Ability to apply for new cards will be suspended until new PA form is received



COMPLETING A PROGRAM ADMINISTRATOR FORM, ENSURES YOU WILL RECEIVE ANY NEW UPDATES AND INFORMATION REGARDING THE PURCHASE CHARGE CARD PROGRAM. IT IS IMPERATIVE THAT A NEW FORM IS COMPLETED ANYTIME THERE IS A CHANGE IN PROGRAM ADMINISTRATION. THIS FORM CAN BE FOUND ON THE CHARGE CARD ADMINISTRATION WEB PAGE UNDER FORMS. IF YOUR AGENCY'S PROGRAM ADMINISTRATOR INFORMATION IS NOT CURRENT WITH DOA AND GE MASTERCARD, YOUR AGENCY'S ABILITY TO APPLY FOR CARDS, ACCESS REPORTS, ETC WILL BE SUSPENDED.

EVERY PA AND BACKUP AUTOMATICALLY RECEIVES ACCESS TO SAM, GE'S ONLINE PROGRAM MANAGEMENT TOOL. AN EMAIL WILL BE SENT TO THE PA OR BACKUP WITH THEIR LOGIN INFORMATION.

Customer Support – DOA and You

- Contacts:
 - cca@doa.virginia.gov
 - 804-371-4350
 - http://www.doa.virginia.gov/Payroll/Charge_Card/Charge_Card_Main.cfm
 - Charge Card Bulletins
 - Training
 - Monthly PA Calls



DOA has a dedicated staff for the administration of the Travel Charge Card Program. They can be reached by email at cca@doa.virginia.gov or by phone at 804-371-4350.

The Charge Card Administration Team has a website listed here which has a wealth of information for PA's. Included on the web page are the Charge Card Bulletins which are issued periodically to inform PA's of any changes to the programs.

DOA and GE MasterCard also offer training – whether it is on the DOA website or via WebEx Online training. DOA also holds monthly PA calls to discuss any new items related to the card programs and a Q & A session as well. Notes from the SAM Refresher calls as well as the monthly PA calls are also on our website for reference.

Customer Support – GE MasterCard and You

GE Dedicated Customer Service

- Program Administrator Contact Information:
 - 866-843-1368
 - Select the option needed:
 - Option 1: CRR
 - Option 3: Help Desk
 - cov.crr@ge.com
 - PAAC
 - PA Access Code
 - Do Not Share this



The Commonwealth has a team of dedicated Customer Service Representatives in the Salt Lake City office who are available Monday through Friday 8 a.m. to 5 p.m. Eastern time for Program Administrators.

By selecting option 1, the CRR's can assist you with day to day GE MasterCard maintenance items such as lifting a restriction, increasing limits, verify an authorization or decline on an account. If you need assistance after hours you can still call the same number and a representative will assist you.

By selection option 3, the GE Help Desk can assist you on any questions you have in regards to GE's SAM Tool or NetService.

The CRR's are also available via email for your requests. Please remember that the CRR's have up to 24 hours to respond to your email request. If you have an immediate need, it is best to call in. Otherwise if it is an item which can be done within 24 hours, you can always send an email in. You will receive an email back when the task has been completed.

Cardholders can contact GE for their needs by calling the number on the back of their card.

SAM and NetService

- Program Administrators can perform the following functions online using SAM:
 - View and Modify Agency Hierarchy
 - Access Agency Reports & Queries
- Program Administrators can perform the following functions online in SAM linking to NetService:
 - Adjust Spending Limits
 - Cancel or Suspend Cards
 - View transactions as they occur

Secret Word #1
Super



In SAM, GE's online program management tool, PA's have the ability to view and modify their agency's hierarchy. PA's can add additional levels as needed. Also, PA's have the ability to run reports and design queries which can support their data needs.

By using SAM and linking over to NetService, Program Administrators have the ability to handle administrative and maintenance related tasks associated with managing their charge card program. You can change monthly limits; address and phone numbers; cancel or suspend cards; and view transaction on an account as they occur.

SAM access is provided to Program and Backup Administrators when they submit a Program Administrator form which is available on DOA's Charge Card Administration web page.

SAM access can also be provided to fiscal staff with the ability to view monthly statements and receive management reports. This access can be provided by completing a SAM Access form on DOA's website.

Details related to SAM and NetService are available in the Guides provided on the CD from training. Also, we have monthly SAM refresher calls which can assist you in using SAM more effectively for your agency.



Cardholder Resources and Benefits

- Cardmember Monthly Statement
 - Details of Account Activity
 - If not received, contact GE
- Cardmember Online Access
 - www.genetservice.com
 - Available 24 hours a day 7 days a week
 - Print Statement
 - Dispute a transaction
 - Pay their bill online



Each cardholder receives a monthly statement itemizing their charge activity for the billing period and the total amount due. Cardholders are to pay the full amount due each month regardless of the status of any requested travel reimbursements. It is critical that cardholders keep their address current with GE MasterCard. If a cardholder does not receive their statement, they must immediately contact GE MasterCard.

Cardholders are highly encouraged to enroll in NetService for Cardholders where they can print an official statement from online and dispute a transaction. This provides cardholders the ability to print their statement off the day after cycle and can also pay their bill online in a secure environment.

Frequently Asked Questions



Now we will review some frequently asked questions. If there is a question that is not addressed, please feel free to contact us at cca@doa.virginia.gov



Frequently Asked Questions

- When is payment due for Travel Charge Card charges?
 - Full payment is due upon receipt of the monthly billing statement.



When the cardholder receives their bill it is due in full immediately. If payment is not received by the next cycle cut it will be considered 30 days late. For example, if a cycle closes on the 15th of June, then payment is due within 30 days; therefore, the payment would need to be received by GE MasterCard no later than the 15th of July. Cycle cuts are approximately the 15th of each month; however this may vary by month due to some months having 31 days and the accounts are on a 30 day cycle. A detailed schedule of the cycle cuts is available on the Travel Program website.



Frequently Asked Questions

- What happens when a Travel Card account becomes delinquent?
 - Delinquency may result in the suspension or cancellation of the Travel Card.



When a Travel card becomes delinquent, charging abilities are suspended and is at risk for cancellation at 60 days past due. The card is unsuspended as soon as the card is paid in full by the cardholder. If the card becomes 90 days delinquent, the card is permanently cancelled. If you have a cardholder whose account has been cancelled due to delinquency, in order to re-instate it, you as the Program Administrator first need to assess whether or not they have made their account current and the reason for delinquency. If the delinquency appears to be a mistake, you can contact DOA with the information and we will review to assess whether the card can be re-activated.

Frequently Asked Questions

- What should a Cardholder do if their Travel Charge Card is lost or stolen?
 - Call 866-834-3227 immediately to report the loss and arrange for a replacement Card
 - Contact their Program Administrator immediately



If a card is lost or stolen, it is critical that the cardholder immediately contact GE MasterCard to reduce the risk of fraud activity on the account. The cardholder should also contact you, the Program Administrator, after calling GE MasterCard. If fraud is suspected on an account, the cardholder should notify GE MasterCard immediately, then contact you, the Program Administrator. Make sure the cardholder knows to record the case number for the reported fraud. This number makes it easier to reference the claim and get updates on the fraudulent activity.



Frequently Asked Questions

- Can Cardmembers have one NetService account for both the Purchasing Card and the Travel Account?
 - Yes, a cardholder may have both accounts under one profile
 - Details are provided in the NetService for Cardholder Guide



Cardholders who hold both a Purchase Charge Card and Travel Card can have access to both of these accounts under one login. They will be able to view travel and purchasing cards they may have using the same user name. Details are provided in the NetService for Cardholder training provided to the PA's on the CD's at training.



Congratulations!

You have completed the 2007
Travel Card PA Refresher Training

Please email cca@doa.virginia.gov
with your 2 secret words

2nd Secret Word
Bowl



This concludes the Travel Charge Card PA Refresher Training. Make sure you email the cca@doa.virginia.gov with the 2 secret words presented in the training today for credit.

We are always here to assist you so contact us anytime.